

Enterprise Incident Report

As of 10/4/2010

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Community and Culture	94	6	100
	25	4	29
Customer Company Total	94	6	100
	25	4	29

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Initial Response		
	Low	Medium	MIR Total
Community and Culture	94	6	100
	8	0	8
Customer Company Total	94	6	100
	8	0	8

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
Community and Culture	94 0.73	6 0.03	100 0.68
Customer Company Total	94 0.73	6 0.03	100 0.68

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Resolution		
	Low	Medium	MR Total
Community and Culture	94	6	100
	14	0	14
Customer Company Total	94	6	100
	14	0	14

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Community and Culture	94 3.62	6 0.07	100 3.41
Customer Company Total	94 3.62	6 0.07	100 3.41

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Detail

INC000000174525	Sharon Odekirk	Application	Error	None		TIR Missed: No	TIR:	1.75
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.75
INC000000178968	Cory Jensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	6.13
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	6.13
INC000000180620	Craig R Miller	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	30.72
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	30.72
INC000000182008	Jean Irwin	Application	None	None		TIR Missed: No	TIR:	16.36
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	16.36
INC000000182630	Michael Johnson	Application	Error	None		TIR Missed: No	TIR:	4.35
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	4.35
INC000000182745	Sarah Pitkin	PC/Laptop	Performance	None		TIR Missed: No	TIR:	3.45
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	3.45
INC000000182984	Sharon Chalmers	PC/Laptop	None	None		TIR Missed: No	TIR:	3.77
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	3.77
INC000000183498	Ronald Rood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Help Desk	Dan Barrett	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000183753	Sandra Andrus	Application	None	Budget Preparation		TIR Missed: No	TIR:	116.77
	Project Management	John Angus	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	116.77
INC000000184033	Cristine Rhead	Application	Error	Internet Explorer		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000184099	Kathy Kirtz	None	None	None		TIR Missed: No	TIR:	0.57
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000184166	Donna Morris	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000184221	Amy Bridan	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Help Desk	Eileen Dubach	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000185637	Erik Carlson	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.02
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000185796	Jean Irwin	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	11.91
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	11.91
INC000000185837	Kristen Rogers	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	11.10
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	11.10
INC000000186338	Shelli Goble	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Sandy Kaszowski	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000186405	Jean Irwin	Application	Password	PGP		TIR Missed: No	TIR:	4.63
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: No	TTR:	4.63
INC000000186509	Jean Irwin	PC/Laptop	None	None		TIR Missed: No	TIR:	3.69
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: No	TTR:	3.69
INC000000186727	Kathy Kirtz	Application	None	BlueZone		TIR Missed: No	TIR:	0.16
	Help Desk	Eileen Dubach	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.16
INC000000186764	Susan Hayward	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.69
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000186856	Susan Hayward	Application	Error	Novell Messenger		TIR Missed: No	TIR:	0.41
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.41
INC000000187134	Faun Jackson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Chaston	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187178	Dennis Elsbury	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187223	Jim Ericksen	None	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Julie Christensen	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187269	Lynette Lloyd	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Gary Graham	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187578	Leah Garrett	Application	Password	Novell Messenger		TIR Missed: No	TIR:	0.52
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000187781	Sherman Roquero	None	None	None		TIR Missed: No	TIR:	0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187864	Clayton Fulton	Application	None	BlackBerry		TIR Missed: No	TIR:	0.31
	Capitol Desktop Support	Danielle Hood	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000187935	Cheryl Brown	None	None	None		TIR Missed: No	TIR:	0.10
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000187942	Glenna Matekel	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000187981	Leah Garrett	Application	None	Novell GroupWise		TIR Missed: No	TIR:	2.95
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Closed	TTR Missed: No	TTR:	2.95
INC000000188292	Leah Garrett	Telecom	Voice Mail	None		TIR Missed: No	TIR:	2.21
	Voice Operations	Annette Nielsen	Community and Culture	Low	Closed	TTR Missed: No	TTR:	2.21
INC000000188294	Jim Ericksen	None	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Julie Christensen	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000188392	Jean Irwin	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.20
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.20

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INC000000188405	Jean Irwin	Application	Error		Adobe Photoshop	TIR Missed: No	TIR:	20.47
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	20.47
INC000000188693	Sharon Chalmers	Application	None		None	TIR Missed: No	TIR:	2.72
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	2.72
INC000000189263	Jean Irwin	None	None		None	TIR Missed: No	TIR:	12.12
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	12.12
INC000000189495	April DeGroff	PC/Laptop	Error		None	TIR Missed: No	TIR:	6.01
	Rural South Desktop Support	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: Yes	TTR:	6.01
INC000000189563	Janice Reed-Campbell	Network	Incident		None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000189636	Cheryl Mansen	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	1.57
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.57
INC000000189642	Cheryl Brown	Application	Error		Internet Explorer	TIR Missed: No	TIR:	0.12
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000189695	Scott Brooks	None	None		None	TIR Missed: No	TIR:	1.11
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	1.11
INC000000189701	Laura Garcia	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	0.76
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.76
INC000000189994	April DeGroff	PC/Laptop	Error		None	TIR Missed: No	TIR:	0.65
	Rural South Desktop Support	Ed Conrad	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000190110	Michael X Hansen	Application	Error		None	TIR Missed: No	TIR:	0.03
	Metro A Desktop Support	Burton Brown	Community and Culture	Medium	Closed	TTR Missed: No	TTR:	0.03
INC000000190620	Lani Nisbet	Application	Error		Novell GroupWise	TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000190832	Lisa F Nelson	None	None		None	TIR Missed: No	TIR:	0.73
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000190865	Jinnie Edgar	Telecom	None		None	TIR Missed: No	TIR:	0.00
	Help Desk	Dan Barrett	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190868	Yvette Rhodes	Telecom	Feature		Telephone	TIR Missed: No	TIR:	0.63
	Voice Operations	Kelly Johnson	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.63
INC000000190884	Jinnie Edgar	Application	Reporting		None	TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000190933	Ronald Van Harten	Print/Copy/Scan/Fax	Error Code		None	TIR Missed: No	TIR:	2.82
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	2.82
INC000000191165	Diana Miller	Print/Copy/Scan/Fax	Incident		None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000191233	April DeGross	PC/Laptop	Virus	Microsoft Windows XP Professio	TIR Missed: No	TIR:	6.56
Rural South Desktop Support	Ed Conrad	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR:	6.56
INC000000191259	Donna Morris	Mobile Devices	None	BlackBerry	TIR Missed: No	TIR:	0.00
Help Desk	Dan Barrett	Community and Culture	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000191375	Susan Hayward	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.13
Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.13
INC000000191414	Susan Hayward	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.20
Metro B Help Desk	Janet Hongsvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000191450	Jill Mecham	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000191622	Ruthanne Hansen	None	None	None	TIR Missed: No	TIR:	2.65
Metro B Desktop Support	Michael Barth	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	2.65
INC000000191672	Diana Franca	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.20
Enterprise Security	Bart Grant	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.20
INC000000191745	Brenda Brown	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.03
Metro B Help Desk	Janet Hongsvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000192215	Roxanne Graham	PC/Laptop	Virus	Symantec AntiVirus	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192368	Jean Irwin	Application	None	Microsoft Excel	TIR Missed: No	TIR:	0.06
Metro B Help Desk	Janet Hongsvilay	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.06
INC000000192429	Kathy Kirtz	None	None	None	TIR Missed: No	TIR:	6.92
Application Services	Eva Cornish	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR:	6.92
INC000000192773	Sara Wever	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000192875	Lani Nisbet	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.03
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000193253	Kathy Kirtz	Application	None	BlackBerry Configuration	TIR Missed: No	TIR:	1.77
Capitol Desktop Support	Sarah Johnson	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	1.77
INC000000193384	Kimbal Hale	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.07
INC000000193392	Jim Ericksen	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Jeremy Standifird	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193394	Jim Ericksen	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Jeremy Standifird	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193446	Kathy Kirtz	Application	None	Novell GroupWise	TIR Missed: No	TIR:	0.05
Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved	TTR Missed: No	TTR:	0.05

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INC000000193724	Linda Roholt	None	None	None		TIR Missed: No	TIR:	0.40
Metro B Help Desk	Sandy Kaszowski	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.40
INC000000193822	Leah Garrett	Network	None	None		TIR Missed: No	TIR:	11.47
Metro B Desktop Support	Cindy Reed	Community and Culture	Low		Resolved	TTR Missed: Yes	TTR:	11.47
INC000000193867	Sharon Chalmers	None	None	None		TIR Missed: No	TIR:	3.13
Metro B Desktop Support	Sean Chadbourne	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	3.13
INC000000194162	Cheryl Mansen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.10
Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.10
INC000000194224	Candace Powers	Network	Incident	None		TIR Missed: No	TIR:	0.06
Metro A Desktop Support	Burton Brown	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.06
INC000000194285	Kimbal Hale	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.38
Help Desk	Vicky Marrelli	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.38
INC000000194359	Julie Tuimauga	Application	None	None		TIR Missed: No	TIR:	0.81
Application Support	Michael Brown	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.81
INC000000194486	Julie Tuimauga	None	None	None		TIR Missed: No	TIR:	1.07
Metro A Desktop Support	Burton Brown	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	1.07
INC000000194561	Amanda Rock	None	None	None		TIR Missed: No	TIR:	0.10
Metro B Help Desk	Ron LeBaron	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.10
INC000000194628	Kimbal Hale	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.07
Metro A Desktop Support	Burton Brown	Community and Culture	Medium		Resolved	TTR Missed: No	TTR:	0.07
INC000000194702	Michael Brown	Server	None	None		TIR Missed: No	TIR:	0.18
Metro B Hosting	Cordell Measells	Community and Culture	Medium		Resolved	TTR Missed: No	TTR:	0.18
INC000000195193	Cory Jensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.04
Metro B Help Desk	Ron LeBaron	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.04
INC000000195536	Linda Oda	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.33
Metro A Desktop Support	Burton Brown	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.33
INC000000195660	Kimbal Hale	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.04
Metro A Desktop Support	Burton Brown	Community and Culture	Medium		Resolved	TTR Missed: No	TTR:	0.04
INC000000195662	Man Diep	Application	Error	Mozilla Firefox		TIR Missed: No	TIR:	0.02
Metro A Desktop Support	Burton Brown	Community and Culture	Medium		Resolved	TTR Missed: No	TTR:	0.02
INC000000196225	Jean Irwin	Application	Error	None		TIR Missed: No	TIR:	8.70
Metro B Desktop Support	Cindy Reed	Community and Culture	Low		Resolved	TTR Missed: Yes	TTR:	8.70
INC000000196457	Jen Parsons-Soran	None	None	None		TIR Missed: No	TIR:	0.06
Metro B Hosting	Paul Engberson	Community and Culture	Medium		Resolved	TTR Missed: No	TTR:	0.06
INC000000196468	Sharon Chalmers	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.44
Metro B Desktop Support	Jed Johnson	Community and Culture	Low		Resolved	TTR Missed: No	TTR:	0.44

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INC000000196759	Silvia Castro	None	None	None		TIR Missed: No	TIR:	0.18
Capitol Desktop Support	Sarah Johnson	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.18
INC000000196817	George Schoemaker	None	None	None		TIR Missed: No	TIR:	4.88
Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	4.88
INC000000196887	Sharon Chalmers	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Dolly Price	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000197036	Doug Misner	None	None	None		TIR Missed: No	TIR:	0.22
Help Desk	James Stearns	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.22
INC000000197090	George Schoemaker	Application	None	None		TIR Missed: No	TIR:	10.99
Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved		TTR Missed: Yes	TTR:	10.99
INC000000197096	Jean Irwin	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	TIR:	0.06
Capitol Desktop Support	Danielle Hood	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.06
INC000000197106	Kathy Kirtz	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.41
Enterprise Security	Bart Grant	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.41
INC000000197318	Doug Misner	Telecom	Call/Receive	None		TIR Missed: No	TIR:	0.29
Voice Operations	Annette Nielsen	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.29
INC000000197448	Fotu Katoa	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.53
Metro A Desktop Support	Burton Brown	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.53
INC000000197759	Leah Garrett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	2.61
Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	2.61
INC000000197812	Melinda Simpson	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.04
Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low	Resolved		TTR Missed: No	TTR:	0.04